

SECRETARY II

PURPOSE AND NATURE OF WORK

Positions in this class are secretaries to unclassified departmental directors or highest-level classified managers, which requires expertise in clerical computer applications as well as handling privileged and confidential information. The work in this class is distinguished from that of Secretary I by the greater degree of independent analyses and decision making as well as higher responsibility due to level of supervision. Supervision of subordinate clerical personnel may be required. Instructions are received on new assignments and policy matters. Work is subject to review for adherence to standards, policies and procedures, on the basis of results obtained.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Takes and transcribes dictation from notes; composes and types letters and memoranda; takes minutes of meetings or conferences and prepares drafts of proceedings. Uses clerical computer applications for correspondence, analyses and record keeping. Compiles reports, checking for accuracy and conformity; maintains routine fiscal information and various files and records on such things as payroll, sick and annual leave reports, purchasing, travel expenses and other matters similar in nature.

Interviews, screens, and refers callers to appropriate public officials; makes appointments and maintains appointment schedules; answers various inquiries personally and provides information on services rendered. May train and supervise subordinate clerical employees, and explain office procedures and practices. Prepares budgetary, purchasing and related administrative documents with independence. Relieves superior of administrative details.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of grammar, spelling, arithmetic, vocabulary and punctuation.

Considerable knowledge of modern office practices, procedures, systems and equipment.

Knowledge of general municipal operations and organization.

Ability to exercise discretion, on and off duty, in protecting the confidential and personal nature of information obtained in work performance.

Ability to make decisions in accordance with established policies and procedures, and to explain and interpret administrative policy.

Ability to maintain accurate records, to prepare reports, and answer questions from records.

Ability to compose correspondence on routine matters and to perform varied office duties.

Ability to maintain effective working relationships with public officials, other employees and the public in a courteous and tactful manner.

Skill in the use of standard office equipment including a calculator.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a standard high school, supplemented by college courses in secretarial science and progressively responsible secretarial experience; or an equivalent combination of training and experience.